



July 9, 2010

IFYI HIGHLIGHTS

TO: Mayor and Members of Council

FROM: Rashad M. Young, City Manager

SUBJECT: Items for Your Information

- Contact Center Feedback
- Lankford Protective Services
- Tour of White Street Landfill
- Planning & Community Development Director
- Evaluation of Greene Street Two-Way Conversion

Contact Center Feedback

Attached is the weekly report generated by our Contact Center for the week of 6/28/10 – 7/4/10.

Lankford Protective Services

The City of Greensboro currently provides security services for 12 City facilities on a permanent basis and to other facilities for special events. The security provider under contract is Lankford Protective Services, which provides both armed Security Officers and Company Police. Provided for your review are the number of incidents reported by the officers by facility for 2009 and the first half of 2010. This data is used to conduct trend analysis and make adjustments to scheduling for maximum effectiveness.

Tour of White Street Landfill

If any City Council member would like a tour of the White Street Landfill, please contact Jeryl Covington, Director of Environmental Services at (336) 373-2443 and she will arrange a tour.

Planning and Community Development Director

The City has advertised for the position of Planning and Community Development Director. The job announcement can be viewed on the Job Board located on the City's website at www.greensboro-nc.gov.

Evaluation of Greene Street Two-Way Conversion

As a follow up to the February 23, 2010, City Council Work Session, attached is a memorandum from Adam Fischer, Director of Transportation, dated July 8, 2010 regarding the City's evaluation of converting Greene Street from a one-way to a two-way street.

Public Affairs Department Contact Center Weekly Report Week of 6/28/10 - 7/4/10

Contact Center

4988 calls answered this week

Top 5 calls by area

<u>Water Resources</u>	<u>Field Operations</u>	<u>All Others</u>
Balance Inquiry – 1018	Bulk Guidelines – 91	Police/Watch Operations – 312
New Signup – 256	EOW Recycling – 69	Landfill/Transfer/HHW – 141
Cutoff – 168	Repair/Garbage Can – 59	Courts/Sheriff – 109
General Info. – 149	Collection Day – 46	Police Records – 55
Signups/Owners – 92	Appliance Pickup – 45	Privilege License – 39

Comments

We received a total of **11** comments this week:

Field Operations – 3 comments

- Engineering employee calling back in response to a customer return call that our tree crew was very fast and efficient in removing a fallen tree on Merritt Dr today. Kudos to this crew for their professional response and to the City as well.
- Caller states that the mowing crew is doing an awful job in the Fisher Park area and Latham Park. He states that in the Fisher Park area where a tree was cut down, the crew is not cutting the weeds. He said if there are 20 weeds there, they cut 18 and leave 2. Also in Latham Park, there is a pile of downed limbs that have been out for years and the crew is not doing a good job cutting there. He said if we are going to cut the area, we should do it right.
- Customer calling to commend green can driver for a job well done. He was very polite and courteous. "He came back to service my green can because I was late putting it out and I was very impressed. He went out of his way to do a good job."

GDOT – 1 comment

- Customer would like to comment that speed bumps are a great thing to have. He prefers speed bumps over stop signs but would like to see the speed bumps spread further apart.

Public Affairs – 1 comment

- I heard the ad talking about pet waste polluting our rivers and lakes. How about the thousands of wild animals – deer, rabbits, raccoons, rats, mice, etc. polluting the same water. That is just as bad! How about putting out restrooms for wild animals.

Water Resources – 6 comments

- Customer wanted to lodge a complaint regarding the \$20 penalties assessed to customers carrying 3 or more bills. This customer was carrying 4 bills and had gotten two penalties that he feels are not fair because his 4 bills were not very large.
- Property owner complaining that the lien letter sent out advising of past due charges is very, very impolite. She would prefer a nicer way of letting owners know they have past

due charges, like someone calling her, or at least not threatening foreclosure. Find a nicer way to speak to owners!

- Regarding online payments for water bills: "You have been a big help and this service makes things easier."
- Customer thanks the Water Department for letting customers know about high readings. She is in the process of contacting someone to repair her leak today.
- Issued order to restore sprinkler from seasonal disconnect – Customer wants to suggest we include in our "At Your Service" water bill insert, information on the proper time of day for watering your grass. She is upset with seeing people wasting water by watering in the middle of the day when it is hot or watering in the evening when it can cause fungus.
- Customer called to state that "people who are out of work should not have their water bills raised."

Overall

Calls about changes in the Solid Waste collection schedule, including every other week recycling, bulk guidelines, and collection day changes, increased last week. Otherwise, call volume remained steady through the end of the week.

LANKFORD PROTECTIVE SERVICES, Inc

Annual Activity Report

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LANKFORD PROTECTIVE SERVICES, Inc Annual Activity Report

Incidents	Activity Codes	Art Center	Depot	Dorothy Bardolph	GTA	Library	MMOB	Service Center	Water Resource	Sports Plex	McGrit Library	Green St. Deck	Davie St. Deck	Totals
Medical	Gso-16	6	66	2	1	4	2							81
Panhandle	Gso-17		23	1		3								27
Property Damage	Gso-18	4	8		4	8	1							25
Resist	Gso-19		11			1								12
Sexaul Assault	Gso-20		1											1
Suspicious Package	Gso-21		1											1
Suspicious Activity	Gso-22	18	53	5	2	114	1	3	2					198
Trespassing	Gso-23	6	70		1	37	2	2						118
Unsecured Doors	Gso-24	2	10	48			2	4						66
Weapons Knife	Gso-25		3			1	10							14
Weapons Firearm	Gso-26		1											1
Towing	Gso-27		2											2
Lost and Found	Gso-28		10			2	8							20
Other/Misc	Gso-29	9	104	5	1	41	10	2	1					173
Contrband	Gso-30		13				4							17
Weapons Other	Gso-31													
Site Totals		67	980	69	20	602	57	11	5	1				1812

Art Center
 Depot
 Dorothy Bardolph
 GTA
 Library
 MMOB
 Service Center
 Water Resource
 Sports Plex
 McGrit Library
 Green St. Deck
 Davie St. Deck
 Total Incident Count

Jan 1, 2010 - June 30, 2010

LANKFORD PROTECTIVE SERVICES, Inc

6 Month Activity Report

City of Greensboro

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Jan 1,2010 - June 30, 2010

LANKFORD PROTECTIVE SERVICES,Inc 6 Month Activity Report

City of Greensboro

Incidents	Activity Codes	Art Center	Depot	Dorothy Bardolph	GTA	Library	MMOB	Service Center	Water Resource	Sports Plex	McGirt Library	Greene St. Deck	Davie St. Deck	
Medical	Gso-16	3	22	5	2	3	1		1	1				38
Panhandle	Gso-17		9			1								10
Property Damage	Gso-18	1	5	1	1	3		2				3		16
Resist	Gso-19		7	1		2					7	3		20
Sexaul Assault	Gso-20		1											1
Suspicious Package	Gso-21		4											4
Suspicious Activity	Gso-22	5	14	1	1	24		2		1				48
Trespassing	Gso-23	3	40			12				1				56
Unsecured Doors	Gso-24			16			1	1						18
Weapons Knife	Gso-25		2											2
Weapons Firearm	Gso-26		1								1			2
Towing	Gso-27		1											1
Lost and Found	Gso-28	2	6			1	2				1			12
Other/Misc	Gso-29	3	43	4	7	25	2	5	3	1	1	3	5	102
Contraband	Gso-30		1			1	9							11
Weapons Other	Gso-31										1			1
Site Totals		37	540	30	17	189	19	8	8	4	11	348	238	1449

Art Center
Depot
Dorothy Bardolph
GTA
Library
MMOB
Service Center
Water Resource
Sports Plex
McGirt Library
Greene St. Deck
Davie St. Deck
Total Incident Count

July 8, 2010

TO: Rashad Young, City Manager

FROM: Adam Fischer, PE, Director of Transportation

SUBJECT: Evaluation of Greene Street Two-Way Conversion

Background

Over the past ten years several streets in downtown Greensboro have been successfully converted from one-way to two-way traffic flow (Portions of Greene Street, Davie Street, Bellemeade Street, and Lindsay Street). Portions of Greene Street have been converted to two-way traffic such that only six blocks between Bellemeade Street and Washington Street remain in a one-way traffic pattern. There are several important issues, which are outlined below, that need to be considered when evaluating the conversion of the remaining section of Greene Street to two-way traffic.

Existing Conditions

Greene Street carries approximately 5,000 vehicles per day in its current one-way pattern that includes four southbound lanes between Bellemeade Street and West Market Street and three southbound lanes between West Market Street and West Washington Street. Currently all intersections operate at an acceptable level of service with no traffic delays during peak travel periods (see Table 1). The one-way nature of the street provides for excellent traffic signal coordination which facilitates traffic operations along Greene Street.

Proposed Traffic Pattern

The proposed two-way traffic pattern along Greene Street would reduce southbound traffic to two lanes and create one new northbound lane. The new two-way lane configuration would not require shifting of existing curb lines and would retain most of the existing on-street parking. This conversion would involve removing and replacing existing pavement markings, resurfacing a portion of the street and installing new mast arms for traffic signals. The cost of these changes is estimated at approximately \$450,000 which includes approximately \$250,000 for new traffic signal installations.

Table 1 – Existing Intersection Levels of Service

Intersection	AM LOS	PM LOS
Greene & Fisher	A	A
Greene & Smith	A	A
Greene & Lindsay	B	A
Greene & Bellemeade	B	B
Greene & Friendly	A	A
Greene & Market	B	A
Greene & February One	A	A
Greene & Washington	B	C

Traffic Analysis

In order to evaluate traffic conditions under the proposed new two-way pattern, GDOT Engineering staff performed traffic simulations which estimated the new northbound Greene Street traffic volumes from low to medium to high. Given the tight downtown street grid configuration, traffic signal coordination for the two-way traffic pattern on Greene Street is much less effective than for the existing one-way pattern. The resulting levels of service for the estimated low volume scenario are shown in Table 2. Several intersections will experience significant delays during the PM peak period. Under higher volume scenarios, which very well could be encountered with future traffic growth, the delays at these intersections increase and the short block between West Market Street and West Friendly Avenue would experience NB and SB queues that would block adjacent intersections.

Table 2 – Anticipated Two-Way Traffic
Intersection Levels of Service
(Low Volume Scenario)

Intersection	AM LOS	PM LOS
Greene & Fisher	B	F
Greene & Smith	B	C
Greene & Lindsay	B	F
Greene & Bellemeade	B	C
Greene & Friendly	B	C
Greene & Market	B	B
Greene & February One	A	A
Greene & Washington	B	C

Parking Decks

In order to fully evaluate the conversion of Greene Street to two-way traffic, impacts to the three parking decks that utilize Greene Street for their primary points of ingress / egress must be considered. The Bellemeade Street, Greene Street and Lincoln Financial parking decks were each designed with a one-way street pattern in mind. Because of this, the entrances and exits are located in the reverse order from what a motorist would expect to encounter. To help reduce driver confusion and to minimize vehicle conflicts additional signage, markings, and concrete island channelization would need to be installed at the entrances / exits of these decks.

Traffic simulations reveal that the expected traffic impacts varied with each parking deck. Even under the most conservative traffic projections, the Bellemeade Street deck is expected to experience significant problems with traffic delays and long traffic queues developing to exit the deck. Northbound traffic along Greene Street is projected to queue south from the Greene Street / Bellemeade Street intersection blocking the main exit from the Bellemeade Street deck. The northbound queue on Greene Street will cause vehicles exiting from the Bellemeade Street deck to experience delays as long as 10 minutes during PM peak periods as they attempted to find a gap in northbound traffic. Vehicle delays at the Greene Street and Lincoln Financial parking decks were also evaluated. Both of these decks will encounter increased vehicle delays but are not projected to experience significant vehicle queuing problems like the Bellemeade Street deck is expected to experience with the two-way conversion of Greene Street.

Conclusion

While recent conversions of Lindsay Street, Davie Street, Bellemeade Street, and portions of Greene Street to two-way traffic have been a success, our traffic analysis reveals that completing the conversion of Greene Street to two-way traffic will decrease the traffic carrying capacity of Greene Street and cause significant delays/queues exiting the Bellemeade Street Parking Deck during PM peak periods. Serious consideration should be given to traffic operations along Greene Street and the parking decks before implementing the conversion of Greene Street to two-way travel. Funding for the Greene Street conversion is currently not available in GDOT's operating budget. A possible source for funding the estimated \$450,000 conversion would be the 2008 Transportation Bonds.

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cc: Andy Scott, Assistant City Manager